

PHONE

A. All employees should have received introductory instructions on the use of the new Meridian Norstar Phone System. The new phone system is a tool for the department to provide a more efficient service to its clients. All employees also should have received a telephone feature guide, which outlines some of the programming features of the Meridian Norstar System. In addition to the telephone feature guide, there are additional policy considerations adopted by the City of Camden that all employees should be aware of.

These phones are being purchased by the City of Camden, not leased. As such, each employee will be responsible for insuring that the phone assigned to that employee is properly maintained. As these phones are the property of the City of Camden, for inventory control purposes, each phone will be assigned in inventory I.D. tag, along with the name of the employee who is assigned to said phone.

Each department is responsible to maintain and provide to the telecommunication office a complete list of employees and the telephones to which they are assigned. Changes due to termination, transfer, reassignments or new hires should be reported immediately to the telecommunication office.

B. Operator Assistance 411 – Information

A complete set of phone directories were distributed to all Departments. All employees are asked to use the phone directories to locate phone numbers in lieu of using 411 or 555-1212. In the event that it is necessary to use 411 or

555-1212, at no time should any employee use the automated system provided by AT&T which automatically dials the number requested.

C. Long Distance Phone Calls

All long distance phone calls shall be related to servicing our clients. All employees are reminded that each employee is responsible to reimburse the City of Camden for personal phone calls made on City phones. Each employee will be responsible for all calls made on their assigned phone, that are not business related.

As each employee is responsible for any long distance phone calls on their assigned phone, all departments will be provided with a listing of long distance calls per extension. Each employee will be responsible for reimbursing the City for all personal calls made on their individual phone line. The City will not accept collect calls and employees are instructed to refuse any such calls. Calls accepted will be assumed the responsibility of the individual assigned to the telephone. The City does not allow for third party calling. Again, these charges are not authorized and will be the responsibility of the individual assigned to the phone.

Upon the resignation or termination of any person from the City of Camden, the telecommunications office reconcile the phone bills for that extension assigned to the employee prior to the final check being processed for said employee.

A. Abuse

The abuse of telephones for personal calls including cell phones will be cause for disciplinary action.